APPLICATION NOTE

Product Family: Cmore

Number: AN-EA-016

Subject: EA-MG-PGM-CBL driver issues with Windows 10 solutions

Date Issued: 11-9-2016

Revision:

Windows 10 and the EA-MG-PGM-CBL driver

Previous Procedures
Previous procedures for loading the correct drivers for the EA-MG-PGM-CBL have included changing the "Device Installation Settings" of the PC. With Windows 10, this setting has become more restrictive, and even when it is set to NOT automatically download driver software, it may do so anyway. This causes the Koyo USB-to-Serial Comm Port driver to be replaced by the latest Prolific USB-to-Serial Comm Port driver; version 3.6.81.357.

New Hardware and Prolific Driver
Starting in November 2012 Koyo began using a new chipset that works with the present Prolific driver that Windows 10 loads; version 3.6.81.357 at the time of this documents creation. But, the Koyo driver Version 3.3.0.1 works with all hardware revisions.

This is the **Date Code** of the product above:
 2 = 2012,
10 = October,
B=manufacturing site

From the **Date Code** you can tell the revision. The revision is NOT on the product.

- Koyo USB-Serial Comm Port (COM x) should work with all hardware Revisions
  - Rev 1 = 210B and earlier
  - Rev 2 = 211B and later

- Prolific USB-to-Serial Comm Port should work with Rev2 hardware with no issues

❖ But the best bet is to use the Koyo USB-Serial driver because it works with all known hardware versions.

The Problem
Unfortunately Windows 10 will apply the new Prolific Driver that works only with Rev 2 hardware with Rev 1 Hardware automatically. When this happens, the device will not work. The following procedure will get the devices working again and should be persistent between disconnecting and reconnecting and reboots.
Note: The only time it *may not be* persistent is when a Windows Update occurs.
Getting the correct driver working
1. Make sure Koyo USB-to-Serial Comm Port driver is installed.

   a. Control Panel> Programs> Programs and Features

Name	Publisher
Google Chrome	Google Inc.
IIS Express Application Compatibility Database for x64	
IIS Express Application Compatibility Database for x86	
Intel® Hardware Accelerated Execution Manager	Intel Corporation
Koyo USB-Serial Comm Port Driver	Koyo Electronics Industries co.,ltd
Microsoft .NET Framework 4.5 Multi-Targeting Pack	Microsoft Corporation
Microsoft .NET Framework 4.5 SDK	Microsoft Corporation
Microsoft .NET Framework 4.5.1 Multi-Targeting Pack	Microsoft Corporation
Microsoft .NET Framework 4.5.1 Multi-Targeting Pack (ENU)	Microsoft Corporation

2. If so go to Step 4

3. If it is not installed:
   a. Download the driver installation from the AutomationDirect website:
      www.automationdirect.com > Downloads > Tools and Utilities > Drivers > EA-MG-PGM-CBL drivers
      or
      http://ftp.automationdirect.com/pub/EA-MG-PGM-CBL_drivers.zip

   b. Unzip and Run PL2303_Koyo_All-in-One.exe

   Or if you have the C-more Micro Software on your PC
   a. Go to C:\Program File(x86)\AutomationDirect\C-more Micro\USB Driver
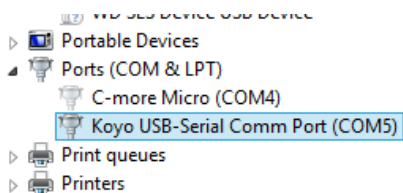
    b. Run PL2303_Koyo_All-in-One.exe

4. Once it is installed

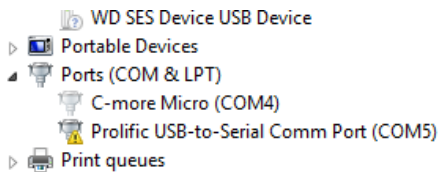**Note: You will have to do this for every USB port the first time the EA-MG-PGM-CBL is connected**

    a. Plug the EA-MG-PGM-CBL into a USB port on the PC

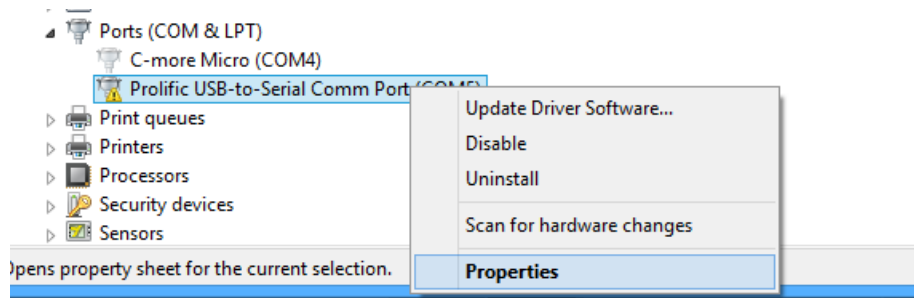   b. Open Device Manager and Expand Ports (COM & LPT)

5. If you see "Koyo USB-Serial Comm Port", the port should work fine

6. If you see "Prolific USB-to-Serial Comm Port" with a Yellow Triangle
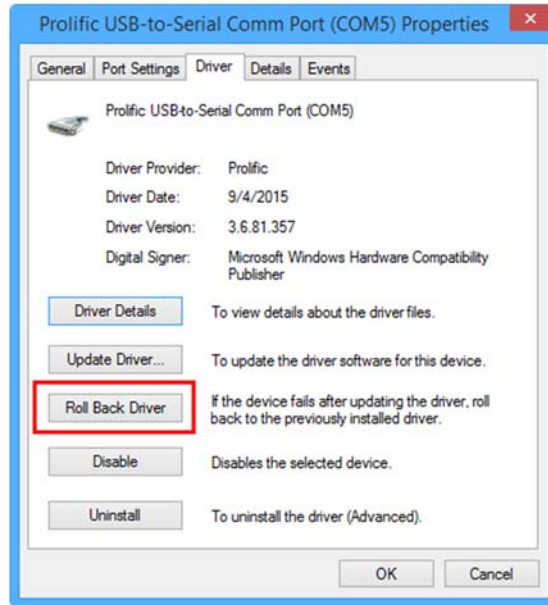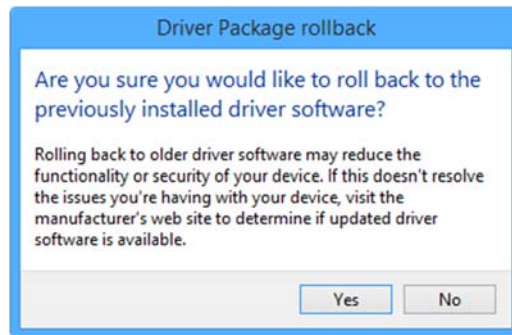
    a. Then right click on it and select Properties

    b. Click the Driver Tab

c. If Roll Back Driver is enabled, then click it. If not go to Step 6f.

d. Select Yes

e. Make sure the Driver Name and version are as shown below
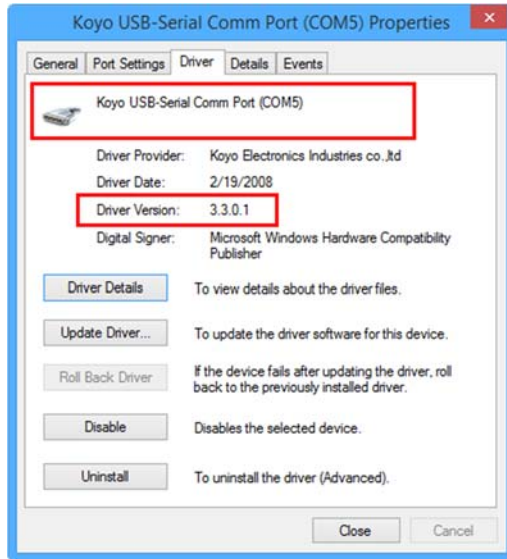
f. If Roll Back Driver is not enabled, then select Update Driver
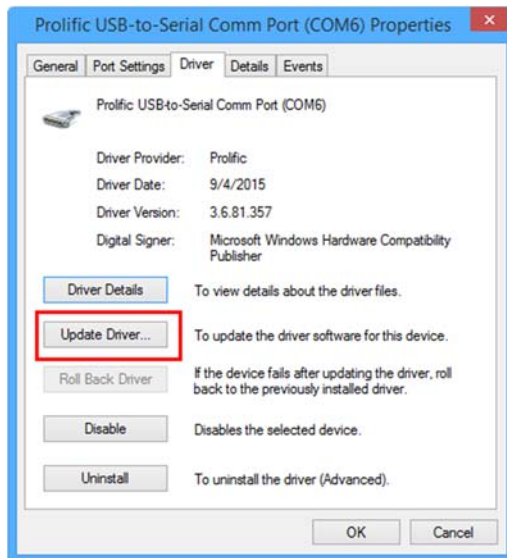
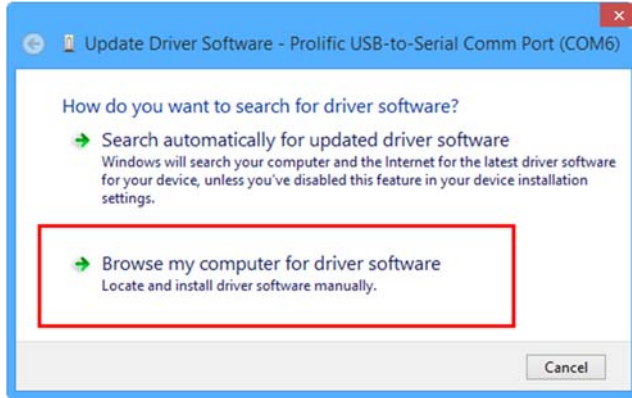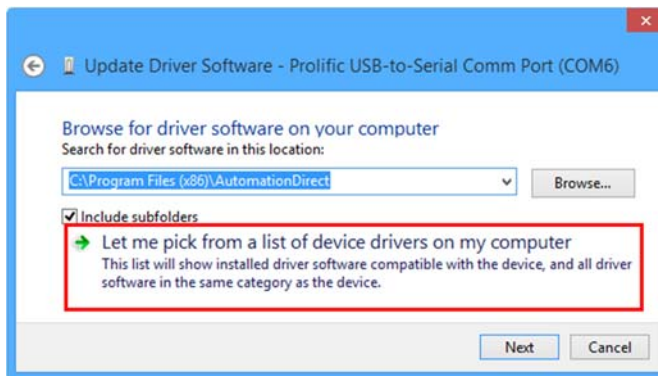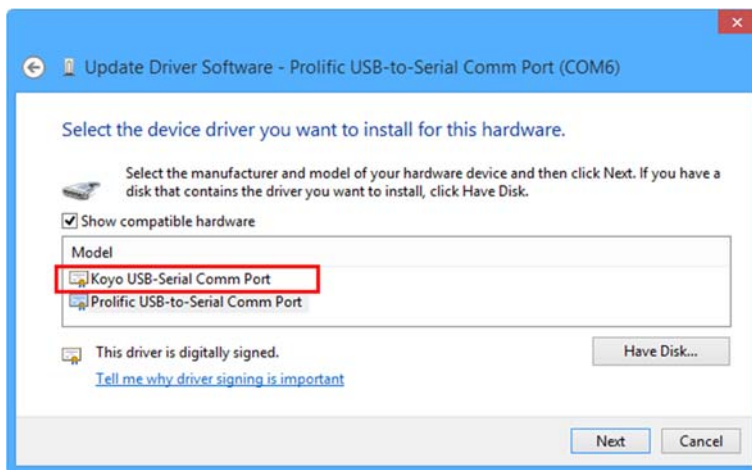g. Select Browse my Computer for Driver Software

h. Select Let me pick from a list of device drivers on my computer

i. Select Koyo USB-Serial Comm Port (If it is not listed go back and do step 3)
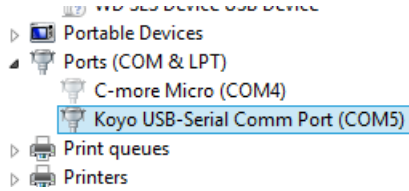
    j.   Select Next, the Comm Port will be updated with the Koyo Driver

    k.   When finished select Close

    l.   You should see the Koyo USB-Serial Comm Port

Note: You will have to repeat this process for each USB port the first time an EA-MG-PGM-CBL is connected to a USB Port

Multiple devices and drivers
If you have two EA-MG-PGM-CBL devices connected to the PC and one shows the Koyo Driver and the other shows the Prolific Driver and either has a Yellow Triangle, go to Step 6

If this Procedure does not work
1) Uninstall any Prolific Drivers in Programs and Features and reboot.
2) Make sure they have the latest PL2303_Koyo_All-in-One.exe
3) Uninstall and reinstall the driver and reboot
4) Get the Date Code from the device and supply that to FUEL
5) Get the version number of the Prolific driver – See Step 6e

Technical
Assistance: If you have questions regarding this Application Note, please contact us at 770-844-4200 for further assistance.